



Control Number: 50664



Item Number: 74

Addendum StartPage: 0



March 24, 2020

Public Utility Commission of Texas
1701 N. Congress Avenue
PO Box 13326
Austin, TX 78711-3326

Dear Commissioner,

We at Heritage Power take our customers health and well-being very seriously. Protecting our customers, employees and communities are our top priority. Our team understands the concern and uncertainty caused by Covid-19. We are here to help and committed to serving anyone during this difficult time.

To better assist those impacted by the pandemic we are working with our customers by providing the following:

- Deferred Payment Arrangements
- Assistance Programs guidance
- Payment Extensions

Heritage Power will continue to monitor the evolving Covid-19 Pandemic and follow all instructions provided by CDC.

If you have any questions, please contact us at 888-551-0373.

Sincerely,

Abel Hernandez
Operations Supervisor

74